



Registration Platform

FREQUENTLY ASKED QUESTIONS

VERSION: 26 MAY 2021

REGISTRATION

1. What is the purpose of the UN System-Wide COVID-19 Vaccination Programme registration platform?

The Registration Platform provides a one-stop solution for the UN System-wide COVID-19 Vaccination Programme to review eligibility, schedule COVID-19 vaccinations and administer them. Vaccination within the framework of the UN System-wide COVID-19 Vaccination Programme is not possible without being registered in the Registration Platform.

2. How do I access the registration platform?

There are two ways in which you can register on the Registration Platform:

- In case if your data has been loaded into the platform, you may have received e-mail invitation to complete your registration. The e-mail with registration URL will expire in 30 days, thus you have to complete your registration as soon as possible.

From: do_not_reply_covidvaccines@notifications.un.org

Subject: Registration Invitation from United Nations System-wide COVID-19 Vaccination Programme

OR

- In case you do not receive the above, please contact the Local Vaccination Deployment Team (LVDT) i.e., your country team / Local Vaccination Deployment Coordinators (LVDC) on how to register.

Please see the list of LVDC contacts here:

https://www.un.org/sites/un2.un.org/files/local_vaccine_deployment_coordinators.pdf

3. How will I know that my registration was successful?

After you fill out all the required fields in the registration pages and save your data, your screen will display the message “**Your profile was successfully created**” as shown below. This confirms that your registration is now complete.



ELIGIBILITY

4. Am I eligible to get vaccinated under the UN System-Wide COVID-19 Vaccination Programme?

For more information regarding the eligibility, please refer to the [UN System-Wide COVID-19 Vaccination Programme Eligibility document](#).

To read more about how the vaccine doses are being prioritised, see:

- [UN System-Wide Covid-19 Vaccination Programme Occupational Risk Groups Prioritization](#)
- [UN Medical Directors - UN System-Wide Covid-19 Vaccine Programme - Country Prioritization Model](#)

5. Can any UN staff member/ dependent who wants to be vaccinated register using this platform?

Vaccination appointments will only be scheduled for individuals that meet the eligibility criteria referred to in Q4 above and ONLY in countries where the programme is being rolled-out. Local Vaccine Deployment Coordinators (LVDC) in the country will share the link to the Registration Platform when the registration for that specific country opens and vaccines have arrived/ about to arrive.

6. How do I register my dependents in the platform?

The details of the dependents' may have been pre-populated by organizations in advance. If the details were not pre-populated by the organization, the dependents can directly self-register using the self-registration link shared by the LVDT in the country. They will then go through an eligibility review.

More information:

- [UN System-Wide Covid-19 Vaccination Programme Occupational Risk Groups Prioritization](#)
- [UN Medical Directors - UN System-Wide Covid-19 Vaccine Programme for UN Personnel - Country Prioritization Model](#)

7. Why did I get multiple emails from the platform to register?

The details of your dependents' may have been pre-populated by organizations in advance and for all of them and the associated email ID for all maybe yours. Hence, the multiple emails.

For example, if you as a staff in an organization with 3 family members and their details were loaded in the platform, you will receive 4 emails with 4 unique links respectively (for yourself and your family members) on the same email ID. While completing the registration, **the email ID can**



be updated to personal email IDs and/or telephone numbers of the dependents. This is recommended to ensure the RFL and scheduling is sent to the unique email addresses and contact numbers. This will avoid confusion regarding for whom the appointment details, informed consent form etc. are for.

PRIVACY

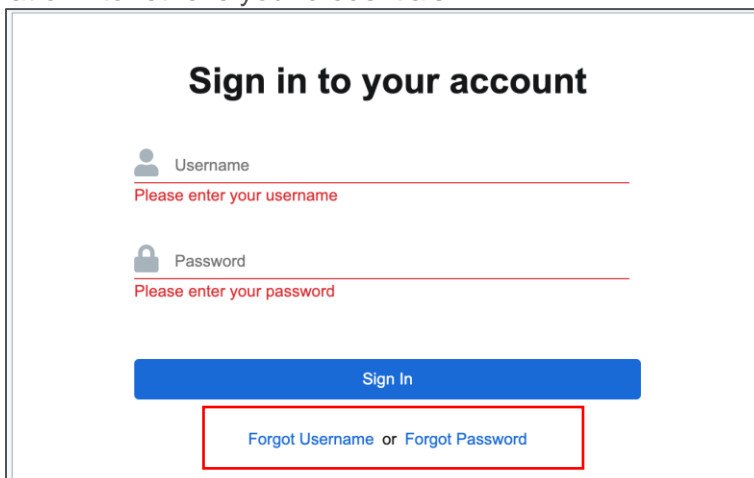
8. If I register and get a vaccination, where will my information go? Will it be kept safe?

Your personal and health care information will be kept confidential and will not be shared beyond the UN personnel responsible for managing the UN System-wide COVID-19 Vaccination Programme. Personal identifying information such as your name, contact information and address will be treated as confidential. Your medical data will be treated as confidential medical records and will be accessed by medical personnel only. The data will be hosted by a third-party contractor, engaged by the United Nations, and is required under its contractual obligations to maintain the data as confidential.

TROUBLESHOOTING

9. I forgot my username and/or my password. What do I do?

Please click on “Forgot Username” and/or “Forgot Password” in the login page of the Registration Platform to retrieve your credentials.



10. I was in the process of completing my registration but was unable to finalize it. What happens to my profile?

Your profile information will be saved and stored in the Registration Platform at the completion of each separate step of the registration process. During the registration, you will be asked to click the “Save & Continue” icon at each step. This ensures that your details are saved. You may log back into your account at any time using your credentials to continue completing your profile from where you left off.

11. How can I get help if I have difficulties navigating the registration platform?

Please click the “? Help & Answers” link in the top-right corner for support. See below.



POST-REGISTRATION

12. What should I do if I made an error in responding to the RFL?

In case there was an error in responding to the RFL, for example, you declined or mistakenly clicked on agreeing as a parent/guardian but intended to agree to the terms as yourself, please reach out to the LVDT who will then reach out to the corresponding organization focal points. They will then ensure you are moved back to record type “pre-registered” so you are resent the RFL.

13. My Liability email has expired. How do I receive a new one?

The liability form email does expire every 3 hours, however, it is sent again every 4 hours, so you should find a new link sent to your inbox. The expected turnaround for receiving the RFL is 4 hours and the notice itself expires in 3 hours. Therefore, if you do not respond to the RFL in that window, the link will no longer be useful, and you will have to wait for the next notice.

14. I did not receive the liability email, but others did. What do I do?

Please note, that some individuals will not be receiving the RFL notice at all as this will be dependent on their relationship with the organization. However, all dependents, volunteers, consultants, interns, service providers and retirees receive it, and it is generated every 4 hours.

UPDATING INFORMATION

15. How do I update my profile?

You can update your profile by logging into the Registration Platform and clicking on the ‘Edit’ link in your Profile page as show below. Please remember to save your changes!

16. I accidentally missed adding personal / medical information to my account, what do I do?



You can log in using your username/password and update your profile with the medical information.

17. I accidentally declined requesting vaccine, but I actually want to receive one while registering. What do I do? Or I clicked on fully vaccinated when I only received one dose?

You can log in using your username/password and update your profile to indicate whether you have been fully vaccinated or wish to be vaccinated. Please contact your LVDC to contact the Organization focal points and work with them to ensure you are included in the vaccination program of the country.

SCHEDULING

18. How will I know when I have been scheduled to receive the vaccination?

The local UN System-wide COVID-19 Vaccination Programme clinic / vaccine scheduler will set up your appointment based on vaccine availability. You will receive a notification by text and/or email with the appointed date and time. The options to accept or decline the appointment are depicted below, please click on one of the blue links:

<p>Informed Consent</p> <p><i>I have been provided with the information about the COVID-19 vaccination available here. I understand that if my vaccine requires two doses, I will need to be given two doses of this vaccine in order for it to be effective.</i></p> <p><i>I request and consent that the COVID-19 vaccination be given to me by United Nations authorized personnel, agents or contractors.</i></p> <p><i>I reaffirm my consent to the collection and disclosure of the relevant information, including health information, in relation to the vaccination, which shall be used exclusively to administer the vaccination to me, provide other medical care as may be necessary, and/or for the administration of the United Nations System-Wide COVID-19 Vaccination Programme.</i></p> <p>1. I provide my informed consent and confirm the appointment date, time and location set forth above</p> <p>2. As the parent or legal guardian of the vaccine recipient, I provide informed consent on behalf of the vaccine recipient and confirm the appointment date, time and location set forth above.</p> <p>3. I am unavailable for the appointment offered and request to be offered an alternative appointment</p> <p>4. I am no longer interested in receiving the vaccine under the UN System-Wide COVID-19 Vaccination Programme.</p>
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Note that the appointment email will contain attachments which are Arabic, Spanish and French translations. You are required to return to the email and click on one of the links in English to confirm / decline the appointment.

19. My appointment email has expired. How can I reschedule?

In case your appointment email has timed out or you are unavailable for the appointment, your status will remain as “Registered”, and your appointment will be scheduled again. You should receive a new vaccination appointment, if not already scheduled.

20. I did not receive confirmation email after scheduling my appointment, what do I do?

It is possible the confirmation email was not received if you have a hotmail account. Please check your junk mail or you can log in using your username/password and update your email ID to a different one. Please inform the LVDC to coordinate this update with the organization focal points.

21. I declined my appointment by mistake. What do I do?

Please reach out to your LVDT (Country Team) to escalate it to the Organization Focal Point. They will then ensure that you are moved back to record type “registered” which will enable you to be included in the next appointment set up by the scheduler in that country.

POST-VACCINE

22. I received the first and/or second dose but still did not receive a certificate. What do I do?

The certificate is usually automatically generated and sent via email. It is generally issued 30 minutes after the medical personnel records the vaccination details in the platform. Please wait



for the certificate for an hour or so. If you still do not receive it, please contact your LVDC in the country.

ADDITIONAL QUESTIONS

23. I am a contingent member or member of a formed police unit (FPU). How do I register?

For contingent members, you are not required to go through registration and scheduling process. Your data has been preloaded into the system without registration process. You can be directed to the clinic to receive vaccine upon confirmation from Scheduler of available date / time. For more information, please refer to: https://www.un.org/sites/un2.un.org/files/covid-19_vaccination_administration_process_for_members_of_military_contingents_and_formed_police_units.pdf

24. I received the first dose of Vaccine under National Vaccination Programme. Am I eligible for the second dose under UN System Wide Vaccination program?

Yes, you are eligible to receive the second dose through the UN System Wide Vaccination program. It is preferable that a person receives their first and second doses from the same vaccination program. However, under circumstances where this is not possible, you will be eligible to receive the second dose via the UN System-wide vaccination program given that the vaccine administered is the **same** as the vaccine used by the UN program.

You will need to register, indicate that you wish to be vaccinated and accept the invitation only after the recommended time has passed from the first dose (depending on the vaccine type). Finally, you will be required to show your certificate at the clinic and the certificate that will be issued via email will only be for the second dose.

25. If someone got vaccinated under UN System Wide COVID 19 Vaccination in one country for instance, in Afghanistan, and before their next dose is due, they are transferred or temporarily placed in Sudan, will they be eligible to get the second dose in Sudan?

Yes, you are eligible for the vaccine in the other country. You will need to update the **country** in their profile as soon as possible in order to avoid the second dose being scheduled at the incorrect clinic. Please also reach out to the LVDC in the next country (Sudan in this case) to ensure you are included in the country's vaccination.

Please see the list of LVDC contacts here:

https://www.un.org/sites/un2.un.org/files/local_vaccine_deployment_coordinators.pdf

ADDITIONAL RESOURCES

- For More information about the UN System-wide COVID-19 Vaccination Programme, go to: <https://www.un.org/en/coronavirus/vaccination>
- See the Frequently Asked Questions & Answers: https://www.un.org/sites/un2.un.org/files/coronavirus_vaccinefaq.pdf
- See the Fact Sheet: https://www.un.org/sites/un2.un.org/files/fact_sheet_-_covid-19_vaccination_programme_for_un_personnel.pdf